

Mckenzie-Mueller Privacy Policy

We respect and protect your privacy. We do not sell, rent, or share any portion of our customer mailing list to third parties. All online orders require a credit card. When submitting orders, credit card information is transmitted through secure and encrypted methods. All orders are reviewed in house to verify order details.

Security

Our web-based ordering process utilizes encrypted technology and your data is transferred safely for your security.

Shipping Policy

By placing an order online you are abiding by Federal Regulations to be 21+ to purchase any alcoholic product. By placing an order with us you are also representing that the person whom is accepting the package is 21 years or older. Wine may only be purchased by and delivered to persons 21 years or older. When ordering you will be required to submit your date of birth and the person accepting delivery will be required to show an ID and provide a signature proving that he or she is at least 21 years old. Consignee is responsible for any reshipment charges for undeliverable packages. Please be sure that the address information you provide is accurate and that there will be someone there to receive the package. By placing an order you authorize us to act on your behalf to engage a common carrier to deliver your order. Orders are taxed (which may include a tax on the shipping charge) in accordance with state laws. Orders are processed as quickly as possible upon receipt, but may take up to 3 business days to process. Credit card authorization and verification must be received prior to processing. You will be notified and provided with a tracking number at the email address you provide when your order ships.

Please note the shipping ESTIMATE that is applied to your order at checkout. We evaluate the shipping options in house for all orders placed during the months of very hot or very cold temperatures, and do our best to find an option (holding, temperature controlled ground shipping, or 2-3 day air shipping) that best suits your time frame.

--PLEASE NOTE WEATHER IMPACTS OUR ABILITY TO SHIP WINE--

If you have any questions as to the best shipping option for you, please do not hesitate to call [\(707\)252-0186](tel:7072520186) or e-mail Samantha at sam@mckenziemuell.com

Product Satisfaction & Refund Policy Wine is a natural product and occasionally may become flawed. If you suspect wine to be flawed please contact us immediately by phone or e-mail. We work with issues/flaws on a case by case basis. You will be required to provide proof of purchase from us at McKenzie-Mueller Vineyards & Winery to begin the process of dealing with a flawed product. Photos & notes may also be required. We retain records of all flawed products encountered.